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**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re patent application of

George, et al.

Serial No.: 10/728,755

Group Art Unit: 2442

Filing Date: December 8, 2008

Examiner: John MacIlwinen

For: **METHOD AND STRUCTURE TO ANALYZE WEB CLIENT  
DIALOGS**

Honorable Commissioner of Patents  
Alexandria, Virginia 22313-1450  
Box AF

**AMENDMENT UNDER 37 C.F.R. §1.116**

Sir:

In response to the Office Action dated March 20, 2009, please amend the above-identified application as indicated herein. The only claim amendments incorporate dependent claims 32 and 36 into independent claim 1, so there is no new issue raised by the claim amendments.